MITEL

5603 Wireless Handset

IP-DECT System (Global)
User Guide

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IP-DECT System (Global)
Mitel 5603 Wireless Handset User Guide
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About Your Phone

The Mitel 5603 Wireless Handset is a feature-rich handset designed to operate in conjunction with an IP-DECT base station and the 3300 ICP. It is ideal for users who need mobile voice and messaging functions.

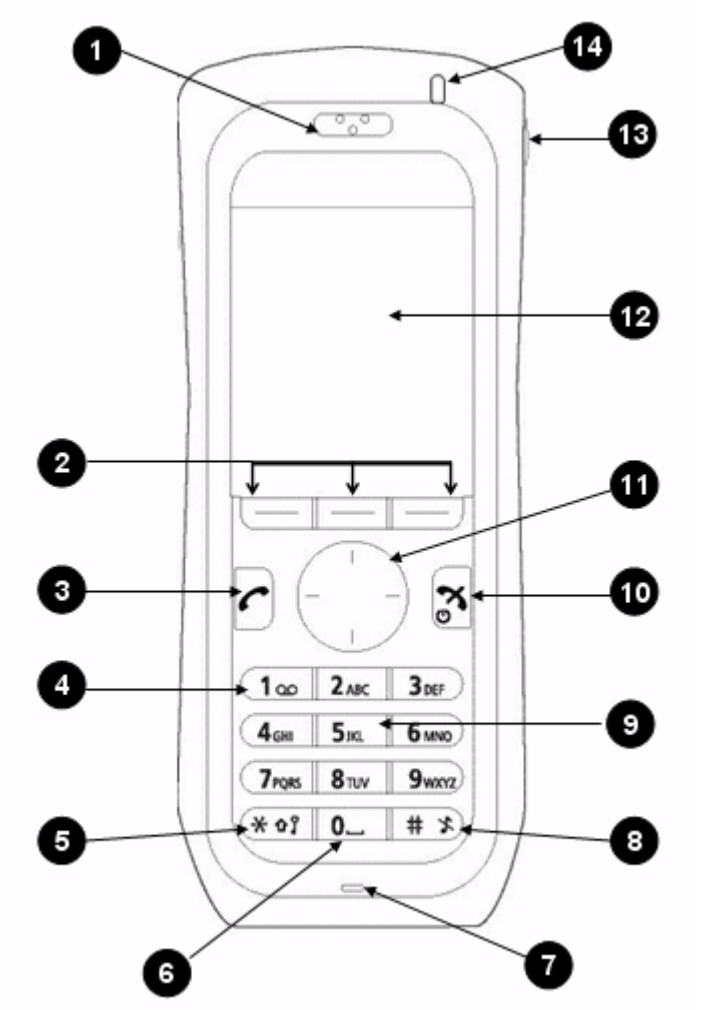


Figure 1: Mitel 5603 Wireless Handset

Caution:The Handset/Headset must be fully charged before starting regular use.

Description of Your Handset

1	**Earpiece speaker**
2	**Soft keys** The three soft keys is used with GUI, that is, the functions of each Soft key is indicated by text in the display just above the keys.
3	**Off-hook key** To answer a call, to pre-dial a number, and as a short cut to the Call list.
4	**Voice mail access*** A quick access to the handset's Voice mail.
5	**Key lock and Upper/Lower case** Combined key lock and Upper/Lower Case.
6	**Space** To add space between text.
7	**Microphone**
8	**Sound off key** To turn on/off audible signals in idle mode, silencing the ring signal at incoming call, and to turn the microphone on/off during a call.
9	**Tactile indicators** There are two tactile indicators to indicate the centre of the key pad.
10	**On-hook and On/Off key** Combined button; to end a call, to return to standby mode, and to switch the handset on/off by long press.
11	**Four-way navigation key** Navigation key with Left, Right, Up, and Down. During a call, the keys Up and Down are used to increase and decrease the speaker volume, respectively.
12	**Display** The B/W display is 28 mm wide and 35 mm high with backlighting.
13	**Headset connector** The headset connector is for connecting a headset. The connector is protected against dust by using the headset connector cover.
14	**LED** Indicates incoming call, messaging, low battery, and charging.

*System dependent feature

Features and Functions

IMPORTANT:The handset may retain small magnetic objects around the mouth cap or earcap region.

Case

The plastic cover parts are made of durable PC/ABS material.

Antenna

The antenna is integrated inside the handset.

Loudspeaker

The handset has a separate loudspeaker for the loudspeaking function. It is placed on the back side of the handset.

Microphone

The microphone is placed on the front bottom side of the handset.

Clip

There are two different belt clip options to the handset; a hinge-type clip (standard) or a swivel-type clip. See “Attach the Hinge-type Clip” on page 49, or “Attach the Swivel-type Clip” on page 49. Use the clip to attach the handset to a belt or similar. It is also possible to use the handset without any clip on.

Battery

The battery is a rechargeable Li-Lon battery, placed under a battery cover. See “Replace the Battery” on page 48.

The battery is fully charged within four hours. See “Charge the Battery” on page 48.

Chargers

Desktop Charger

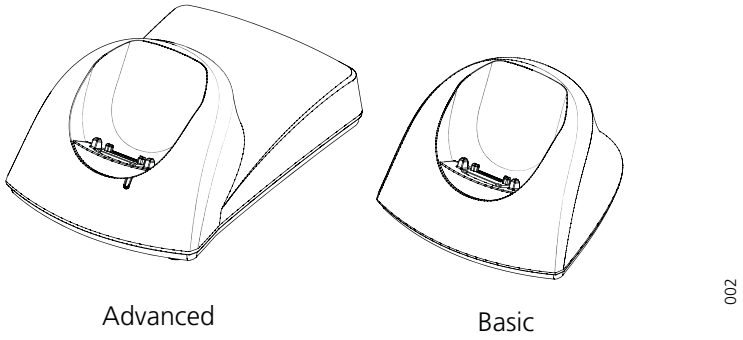


Figure 2. Desktop chargers.

There are two desktop chargers available, one basic that will only charge the handset, and one with advanced functionality to download new software and to synchronize parameters. The handset is fully operational while placed in the charger.

The charger is delivered with a plug-in power supply and is connected into an ordinary wall socket. For more information, see *Installation and Operation Manual, 5603/4 Programmer..*

Note: Only use the charger within the temperature range of +5° C – +40° C.

Caution: Only use the provided power supply, see the *5603/5604 Programmer Installation and Operation Manual.*

Rack Charger

The Charging Rack is used for charging several handsets, to synchronize parameters, and for software download. See the *5603/4 Rack Charger Installation and Operation Manual*.

Contacting Emergency Services

This handset, like any wireless phone, communicates using radio signals. As with any wireless phone, you may not be able to establish a connection under all conditions, therefore, you should not rely solely on a wireless telephone for essential, emergency communication. The key lock feature disables the handset keypad and prevents the accidental dialing of numbers that may result in nuisance calls. It also prevents accidental calls to emergency services numbers like 911, 999, or 112.

To disable the key lock feature, press the * key and then press **Select**.

Currently, mobile IP phones do not support Enhanced 911 (E911) operation. If emergency services are required, it is necessary to keep the system administrator and location database up-to-date.

Tips for your Comfort and Safety

Don't cradle the handset!

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder. If you use your phone a lot, you may find it more comfortable to use a headset. See the section on headset usage elsewhere in this guide for more information.

Protect your hearing

Your phone has a control for adjusting the volume of the handset receiver or headset. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

Frequency Range

The handset is a radio transmitter and receiver. When it is on, it receives and sends out radio frequency (RF) energy. The handset operates on different frequency ranges depending on market and employs commonly used modulation techniques:

- EU: 1880 - 1900 MHz
- USA: 1920 - 1930 MHz
- LA: 1910 - 1930 MHz

Exposure to Radio Frequency Signals

This device complies with FCC SAR limit of 1.6 W/kg. The maximum SAR value measured when used at the ear is 0.067 W/kg. The telephone has also been tested when worn on the body using belt clip, maximum measured SAR value in this configuration is 0.04 W/kg.

Environmental Requirements

- Only use the handset in temperatures between 0C to +40C (32F to 140F).
- Avoid exposing the handset for direct sunlight or close to other heat sources.
- Keep the handset away from excessive heat and moisture.
- Do not expose the handset to open flame.
- Keep the handset away from strong electromagnetic fields.

Chemical Resistance

The alpha and numeric characters printed on the exterior of the handset have been tested and found resistant to chipping, fading or wearing off when the handset is treated with common cleaners and disinfectants or perspiration. The following chemicals have shown no harmful effect:

- 3% Hydrochloric Acid

- M-alcohol (70% Methylated Ethanol)
- 60% Chlorhexidin 0.5mg/ml

Acetone can be damaging to the plastic casing of the handset and should not be used.

Icons and Text in the Display

All functions and settings available to the user are shown as icons and text in the display. The icons and text in the display indicate functions and settings to which you have access. The display normally displays date and time, the Owner ID and handset number. The Owner ID can manually be set by the user.

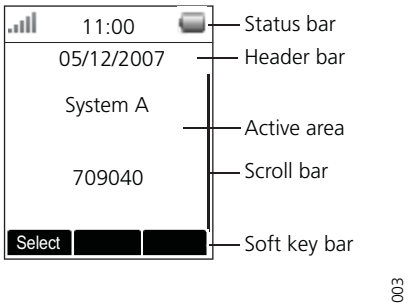


Figure 3: Example of a display configuration in standby mode

The top row (Status bar) is used for icons which give the user information about signal strength, missed call, phone lock, key lock, sound off, time and battery status. This row is always visible in all screens.

The next row (Header bar) displays the current date, headset connection, and system connection.

The next rows (Active area) are used for information such as the name of the system to which the handset is connected to. A user identity provided from the system and/or an Owner ID can also be displayed if configured in the Settings menu. This is also the area for dialog window text, for example "missed calls" or "received messages".

The bottom row (Soft key bar) is used for Soft keys that are located just beneath the display. See “Soft Keys” on page 9.

The (Scroll bar) is placed to the right of the "Active area". It becomes visible when a menu screen has more than six menus.

Icons

	“Signal strength” icon is visible in the upper left corner. The staples shown in display depends on the signal strength.

	“Full battery” icon is displayed in upper right corner.
	The "Low battery" icon is displayed when the battery has 10% or less remaining capacity left. In addition; a warning signal sounds every minute, the LED flashing orange, and the dialog window "Battery low. Charge now!" appears.
	The "Empty battery" icon is flashing when the battery has 5% or less remaining capacity left. In addition; a warning signal sounds every second, the LED flashing red, and the dialog window "Battery empty. Shutting down." appears.
	“Sound off” icon is displayed when the Sound off key is pressed, and when the handset, with the in charger function "Sound off" enabled, is placed in a charger.
	"Microphone off" icon indicates a silenced microphone. It is displayed after a long press on the Sound off key during a call.
	“Loudspeaking” icon is displayed in the soft key bar during a call. Pressing this icon will turn on the loudspeaker.
	“Loudspeaking off” icon is displayed after the soft key for Loudspeaking icon has been pressed. Pressing this icon will turn off the loudspeaker.
	“Key lock” icon indicates a locked keypad.
	"Locked entry" icon indicates that the contact cannot be edited or deleted by the user.
	"Phone lock" icon indicates a locked handset.
	“Headset” icon indicates that a corded headset is connected to the handset.
	"Outgoing call” icon is added to all outgoing calls in the call list.
	“Incoming call” icon is added to all answered calls in the call list.
	“Missed call” icon is added to all missed calls in the call list.
	“Missed call” icon is added in the status bar. This icon remains until the "Call list" is opened.
	"PDM/WSM communication" icon is visible when handset is communi-cating with PDM/WSM via advanced charger.
	"Voice mail" icon indicates that new voice mail has been received.

Menu icons	
	The ”Contacts” menu contains all names/numbers in the local phonebook. In addition, a company phonebook with up to 500 entries can be downloaded to the phone via the PDM. It is also possible to access a central phonebook* from the "Contact" menu.
	The “Calls” menu contains call lists, call time, and call services*. Call services is configured in the PDM.
	The “Settings” menu contains personal handset settings such as changing the ringer volume, selecting language, etc.

* This feature is system dependent.

Keys and Buttons

Some keys have different functions depending on the state of the phone, or the length of time that you press a key.

Short press = Press and release the key in less than one second.

Long press = Press and hold down the key for longer than one second and then release.

Off-hook Key

	This key is used for connecting calls. One short press in standby mode opens the call list.

On-hook, and On/Off Key

	This key is used for disconnecting calls and returning to main screen. A long press in standby mode will switch the handset on/off.

Navigation Key

	Use this key to step in the menu, and when working in text mode. ◄ , ► , ▲ , and ▼ are used for stepping left/right and up/down in the menu.

Sound off Key

	A long press on the key in idle mode changes between ring signal on/off. At incoming call, a long press on the key silencing the ring signal. During a call, a long press on the key changes between microphone on/off.

Key Lock, and Upper/Lower Case Key

	This key is to lock the keypad in combination with the Soft key "Lock". It is also for switching between upper/lower case and digits.

Soft Keys

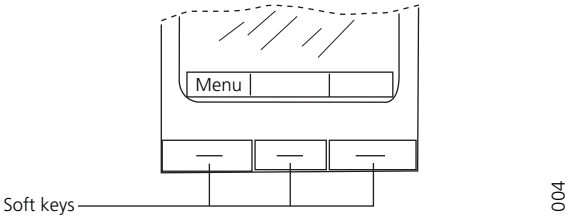


Figure 4: Examples of Soft Keys

The three Soft keys are located just beneath the display and the functions of each Soft key is indicated by text in the display just above the keys.

Volume Button

▲ and ▼ on the Navigation key are used for increasing/decreasing the earpiece, headset, and the loudspeaker volume.

Alphanumeric Keys

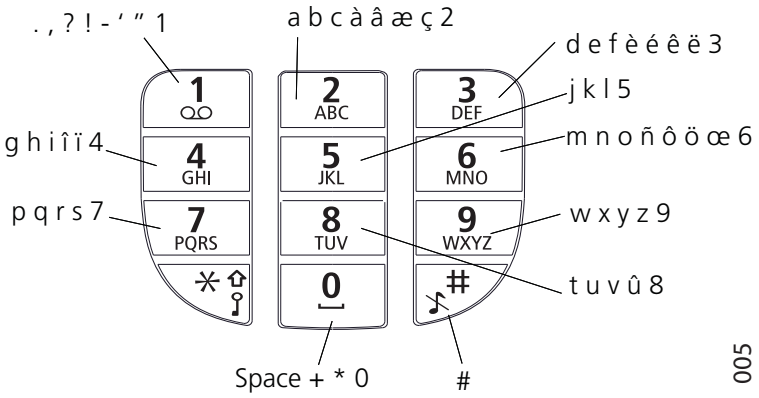


Figure 5: Available characters

Note: Depending on the selected menu language, other characters can be available. This means that the character order can differ from the table above.

In standby mode, and number input mode

- A short press on a key enter the digits “0” - “9” and the characters * and #.
- Enter a pause in number input mode by a long press on the # -key. A pause is indicated by a "P" in the display.
- A long press on the * - key changes the tone sender on.
  Tone sender on is indicated by a "T" in the display.
- The keys "0", "2" - "9" can be used for speed dialing. Press and hold any of the keys to access a contact beginning with a specific letter. For example, to access a contact beginning with the letter "A", press and hold the key "2" and then press "Call" to speed dial.

In text input mode

- A short press on a key 0-9, displays the first available character on that specific key. The marked character is selected after a timeout, or when another key is pressed.
- To change to upper/lower case, press the * key before entering the character.
  The * key can also be used to display only the digits.
- To add space in the text, make a short press on key 0.
- The first character entered when adding/editing a name in the Contacts menu, will be an upper level character followed by lower level characters, unless the * key is pressed before entering the character. To switch between Abc, ABC, abc, and 123 the * key is pressed.
- A long press on the #-key displays special characters.

Headset

A headset is recommended if the handset is frequently used, and/or the user want to have both hands free. The headset comes in two versions; microphone integrated in the cable and microphone on a boom.

In order to achieve optimal audio quality with the different headset types it is recommended to select the corresponding headset profile.

The default setting is microphone on a boom, that is, the audio is optimized for using a headset with microphone on a boom. The headset profile can be changed in the menu by do as follows:

1. Enter the menu by pressing the “Menu” soft key.
2. Select "Settings".
3. Press "Select".
4. Select "Headset".
5. Select the corresponding headset profile from list, that is, "Mic on boom" or "Mic on cable".
6. Press "Select".

If the preconfigured headset profiles do not match the headset in use, or the audio performance is bad, it is possible to configure an own headset profile. This is done in the PDM, see the *Mitel 5603 Wireless Handset Configuration Manual*. If an own profile is configured in the PDM, it will be selectable in the handset menu.

Customizing Your Phone

Switch the Handset On/Off

The handset is switched off:

1. Press and hold On-hook key .

   When pressing the On-hook key, the handset will vibrate and the display lights up.

2. A dialog window "Switch on" is displayed. Confirm by pressing "Yes".

The handset is in idle mode:

1. Press and hold On-hook key .
2. A dialog window "Switch off" is displayed. Confirm by pressing "Yes".

Turn the Audible Signal On/Off

A long press on in idle mode, changes between ring signal on/off.

The icon indicates a silenced handset.

Lock/Unlock the Keypad

Lock/Unlock the Keypad in Idle Mode

To prevent accidentally pressing keys and making a call, the keys can be locked.

Lock Keypad

Press and then "Lock".

Unlock Keypad

Press and then "Yes".

Note: It is possible to answer/close an incoming call while the keypad is locked. If configured in the PDM, it is also possible to call an emergency call while the keypad is locked. See the *Mitel 5603 Wireless Handset Configuration Manual.*

Lock/Unlock the Keypad during a Call

To prevent accidentally pressing keys, the keys can be locked during a call. This can be useful when a headset is used and the handset is attached to a pocket or belt.

Lock keypad

1. Press .
2. Press "Lock".

Unlock keypad

1. Press
2. Press "Yes".

Lock/Unlock the Handset

1. Press "Menu".
2. Select "Settings" .
3. Select “Locks".
4. Select “Phone lock”.
5. Select "Auto phone lock".
6. Select "On", "On in charger", or "Off".

Note: If configured in the PDM, it is possible to call an emergency call while the handset is locked. See the *Mitel 5603 Wireless Handset Configuration Manual.*

Making and Answering Calls

Make a Call

Pre-Dial

1. Enter the number.
2. Press or "Call" to get the line. The number is shown on the display while dialling.

If needed, press "Clear" to erase the number. By using the Navigation key it is possible to step and add/delete a digit in the middle of a number. It is possible to turn on the tone sender in a pre-dialled number by making a long press on .

Dial a Number from the Call list

1. Press when in idle mode; or press "Menu", select "Calls" and then select "Call list".
2. Select a number.
3. Press or "Call" to dial. The number can be edited before the call is started. Press "More" and select "Edit number".

Dial a Number from the Local Phonebook

1. Press the "Menu" Soft key.
2. Select "Contacts".
3. Select "Call contact".
4. Select contact from list, or search name/number by entering characters in the "Search" field.
5. Press or "Call" to make the call.

Note: It is also possible to access the Local phonebook by pressing the soft key in idle mode.

Dial a Name from the Central Phonebook[1]

1. Press the "Menu" Soft key.
2. Select “Contacts”.
3. Select "Central phonebook".
4. Select "Search by name".
5. Enter the first name and/or last name, the whole name does not have to be entered.
6. Press “Search”.
7. Press or the"Call" key to make the call.

1. This is a system dependent function.

Dial a Number from the Company Phonebook

1. Press the "Menu" Soft key.
2. Select "Contacts".
3. Select "Call contact".
4. The local and company phonebook appears in the same list but the company names are indicated by a “Locked entry” icon in front of the name. Select contact from list, or search name/number by entering characters in the "Search" field.
5. Press or the "Call" key to make the call.

Note: It is also possible to access the Company phonebook by pressing the soft key in idle mode.

Answer a Call

The flashing LED, accompanied by a ring signal and/or a vibrating handset, give you notice of a call. Ring signal and vibrator can be disabled. The calling party’s handset number or name is shown. The name will be shown if the calling party’s handset number is stored in the local phonebook or if calling line information is available. Press the Off-hook key to answer the call. When a headset is connected to the handset, the answering button on the headset can be used to answer the call.

Other answering methods can also be set in the Settings menu, see “Settings Menu” on page 36. The answering methods are; "Automatically" and "Loudspeaking".

When “Automatically” is enabled, all incoming calls will be connected automatically.

Answer a Call

When the signal sounds press to answer the call, or press the soft key to answer the call in loudspeaking mode. The name/number of the calling party is displayed if calling line information is available.

End a Call

Press to end the call. The duration of the call is shown in the display. The total time of the call can also be retrieved from the Calls menu > Call time.

During a Call

Note: Some of these functions are system dependent. The parameters are set up in the Portable Device Manager (PDM), see the *Mitel 5603 Wireless Handset Configuration Manual* and *Portable Device Manager (PDM) Installation and Operation Manual.*

If configured in the PDM/WSM, it is possible to call an emergency call while the handset/ keypad is locked. During the ongoing emergency call, the soft key "More" and the soft key "R" are disabled.

Adjust the Volume during a Call

On the navigation key, press ▲ and ▼ to increase and decrease the volume, respectively. The handset will now store and keep the new volume level.

Open Contacts during the Call

1. Press the "More" Soft key during the call.
2. Select "Contacts".
3. Press "Select".
4. Select "Call contact" for searching a local or company phonebook contact, or select "Central phonebook" for searching a central phonebook contact.
5. Press "Select".
6. Select or search contact.

Note: It is possible to call the selected contact by pressing "Call". When calling the contact, the first call will be put on hold. See also “Start a New Call during Conversation” on page 17.

Turn the Microphone on/off during a Call

1. Press the "More" Soft key during the call
2. Select "Microphone off"
3. Press "Select".

The icon indicates a silenced microphone. This means that the other part in an ongoing call cannot hear you. To turn the microphone back on, do as follows:

1. Press the "More" Soft key during the call.
2. Select "Microphone on".
3. Press "Select".

It is also possible to turn the microphone off/on by a long press on .

Start a New Call during Conversation

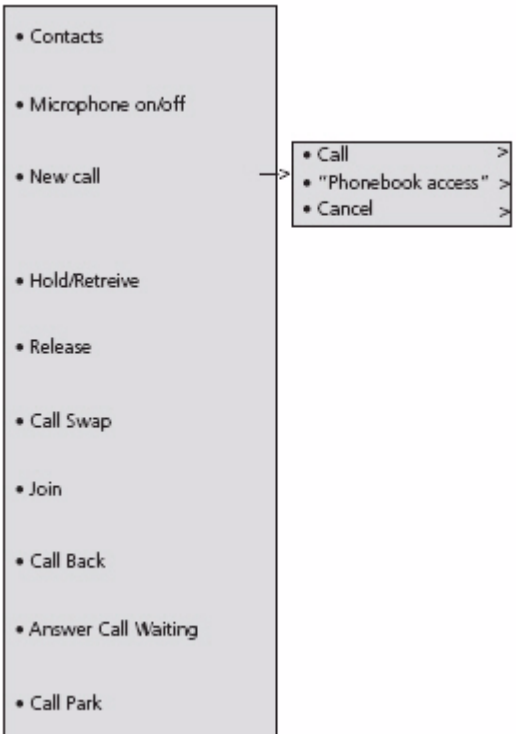
1. Press the "More" Soft key during the call.
2. Select "New Call"[1].
3. Press "Select".
4. Enter number, or press to access the phonebook.
5. Press .

1. Visible if defined in the PDM.

Call Handling

During a call, you may need to use the following features: Hold, Transfer, Conference, Call Swap, Callback, Call Park, and so forth.

You access these features by pressing the **More** softkey during a call. This displays the **In Call** menu (see below).



You can also use these features by pressing the **R** key on the handset during a call. The table below lists the **In-Call** Menu features and the associated feature access code method.

In-Call Menu under More	Associated Feature Access Code
Contacts	
Microphone off	
New Call	R
Hold/Retrieve	R
Release	R4
Call Swap	R2
Join	RR + *80
Call BackI	5
Answer Call Waiting	R2
Call Park	RR + *7#

Hold

1. During a call, press the **More** softkey.
2. Select **Hold/Retrieve** to put the call on hold.

To retrieve the Held Call

1. Press the **More** softkey
2. Select **Hold/Retrieve** to retrieve the call.

Transfer

1. During the call, press the **More** softkey.
2. Select **New Call**.
3. Dial the number to which you want to transfer the call and then press the **Call** softkey.
4. Do one of the following:
   - to make a blind transfer, select **Release** to hang up and connect the other two parties.
   - to make a supervised transfer, wait for an answer, announce the transfer, and then select **Release** to hang up and connect the other two parties.
   - to terminate the transfer and return to the held call, press **More** and then select **Call Swap.**

Conference

To conference with another party during an active call:

1. During a call, press the **More** softkey.
2. Select **New Call** to put the current call on hold.
3. Dial the number of the third party.
4. Wait for an answer.
5. Press **More** and then select **Join** to conference all the parties together.

Answer Call Waiting

While on a call, you hear a call waiting beep.

1. Press the **More** softkey.
2. Press **Answer Call Waiting** to answer the incoming call.

Callback

Callback lets you request that the system notify you when a busy extension becomes free.

1. When a number/extension is busy, press the **More** softkey.
2. Select **Call Back** to set up the callback.
3. Your extension will ring when the called extension becomes free and automatically dial the extension back.

Call Park

The Call Park feature allows you to place a call in a special hold state.You, or someone else, can then retrieve the call from any extension in the system. After parking the call, the system can automatically connect you to paging equipment so that you can announce the call to the requested party.

To park an active call:

1. During the call, press the **More** softkey.
2. Select **Call Park**.
3. Dial the directory number on which to park the call
4. Inform the called party of the waiting call.

To retrieve a parked call:

1. Press **Call -> Call Services**.
2. Select **Call Park - Retrieve** and enter the directory number on which the call is parked.

Advanced Features

The following features are available from the **Calls -> Call services** menu:

- Call Forward
- Call Forward Cancel
- Do Not Disturb
- Do Not Disturb Cancel
- Call Pickup
- Call Park Retrieve
- Direct/Group Page
- Loudspeaker Page

To access the Call Services menu:

1. Enter the menu by pressing the **Menu** soft key.
2. Select in the menu.
3. Press **Select**.

Call Forward

To set Call Forwarding:

1. From the **Call -> Call Services** menu, select **Call Forward**.
2. Enter the extension number to which you want to forward your calls.
3. Press **Call.**
4. Listen for a confirmation tone and then hang up.

To cancel Call Forwarding:

1. From the **Call -> Call Services** menu, select **Call Forward Cancel**.
2. When you hear a re-order tone, press to hang up. Forwarding is cancelled.

Call Pickup

To answer a call that is ringing at another station in your Pickup Group:

1. From the **Call -> Call Services** menu, select **Call Pickup**.
2. Answer the call.

Do Not Disturb

To activate Do Not Disturb:

1. From the **Call -> Call Services** menu, select **Do Not Disturb**.
2. When you hear a re-order tone, press to hang up. Do Not Disturb is activated.

To deactivate Do Not Disturb:

1. From the **Call -> Call Services** menu, select **Do Not Disturb Cancel**.
2. When you hear a re-order tone, press to hang up. Do Not Disturb is deactivated.

Direct Page

Direct Paging allows you to page a party through the party's handsfree speaker.

1. Press the **More** softkey.
2. Select **Direct/Group Page**.
3. Dial the extension number.
4. Announce the page.

Group Page

Group Paging allows you to page a group of telephones through their built-in speakers.

1. Press the **More** softkey.
2. Press **Direct/Group Page**.
3. Do one of the following:
   - To page your prime page group, press #.
   - To page a specific page group, dial the page group directory number.

4. Speak to the dialed party after the tone.

Loudspeaker Page

1. Press the **More** softkey.
2. Press **Loudspeaker Page.**
3. Dial the paging zone number, if required.
4. Wait for ringback and announce the page.

Note: Ask your Administrator for the paging zone number.

Voice Mail

Receive a Voice Mail

When a new voice mail is received, the message alert signal sounds, and the voice mail icon is displayed in the status bar. The new voice mail notification is also displayed in a dialog window.

Check the Voice Mail Inbox

Check the voice mail(s) by pressing "Call" from the dialog window. If "Close" is selected, it is possible to dial the Voice Mail by a long press on digit key "1" when in standby mode.

Follow the given instruction in the Voice Mail.

Note: In case the following message is shown: "Voice mail number not defined", the voice mail number needs to be configured to the voice mail button. Contact your system administrator.

Contacts

The handset has a local phonebook with 250 entries, where names and numbers freely can be added, deleted, and edited by the user. The phonebook lists all names in alphabetical order, where three numbers can be added for each contact, that is, work number, mobile number, and other number.

For more information on how to add, edit, or delete a contact, see “Contact Menu” on page 33.

In addition, a company phonebook with up to 500 entries can be downloaded to the phone via the PDM, see “Software Upgrade and Additional Features” on page 44. The company phonebook name and numbers cannot be edited or deleted by the user. The phonebook lists all names in alphabetical order.

The local and company phonebook appears in the same list but the company contacts are indicated by a “Locked entry” icon in front of the name. The company contact includes work number only. See “Dial a Number from the Company Phonebook” on page 15 for more information. The local and company phonebook can also be accessed by pressing the soft key in idle mode.

It is also possible to access a central phonebook[1], see “Dial a Name from the Central Phonebook” on page 14. The user then sends a request to a messaging server with the first characters entered, and the messaging server will return a list of names and numbers that matches the search.

1. This is a system dependent function.

Navigate the Menu

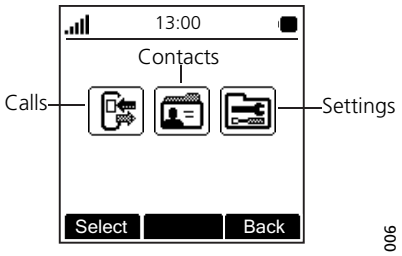
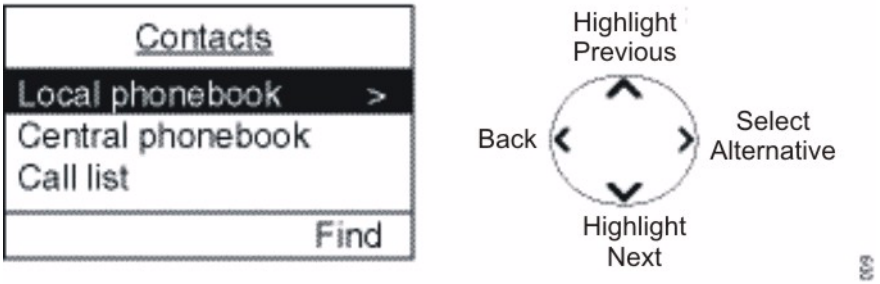


Figure 6: The Main Menu.

Enter/Exit the Menu Mode

Enter the menu by pressing the Menu softkey. The most recently used tab is highlighted. If the handset has been restarted, the Contacts tab is displayed.

1. Use the Left or Right navigation key to choose a menu tab and then press the Down navigation key to open it. The menu title appears and the first alternative is highlighted.
2. Use the Up or Down navigation keys to move through the list. Press the Right navigation key to select an alternative.



To back up in Menu mode:

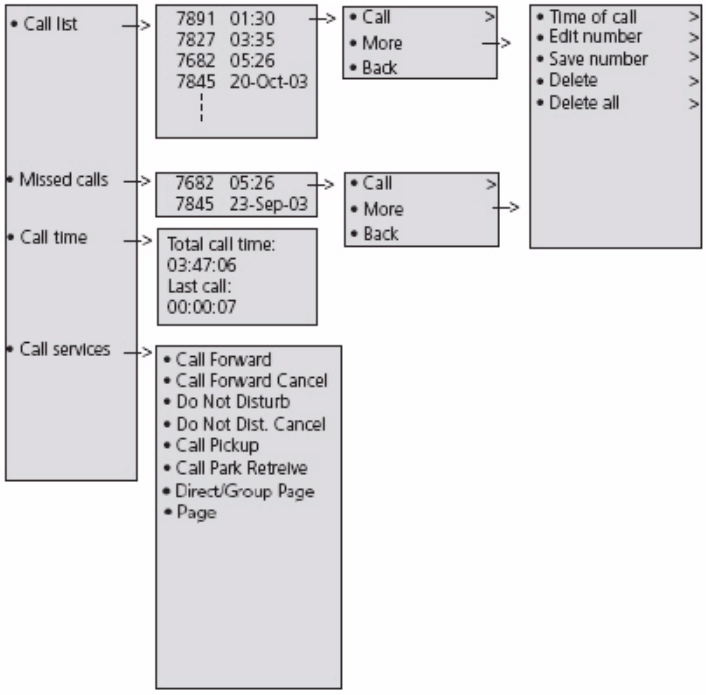
- If you entered the menu using the Right navigation key, you can use the Left key to back up one step.
- If you entered the menu using the Menu soft key, use the **Back** softkey to back up.
- Press the **Menu** soft key again to exit the Menu and return to standby mode.

Menu Tree

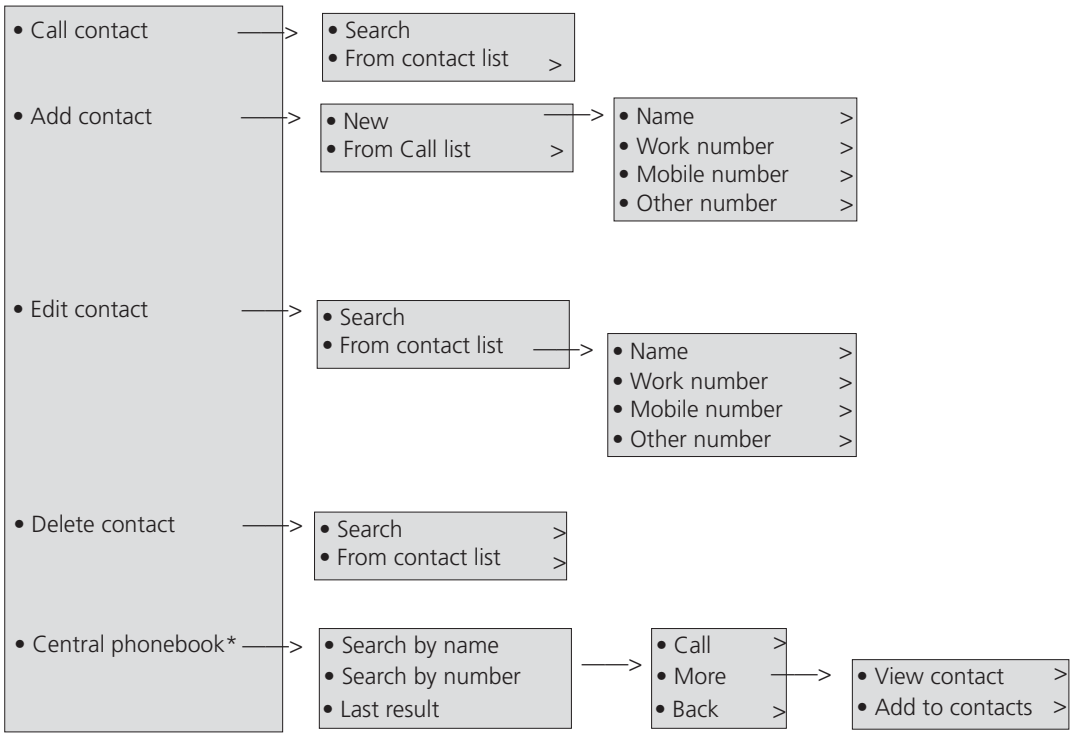
The following diagrams illustrate the menus for each tab.

Note: Some options are system-dependent and may not appear on your phone.

Calls


• Call list
7891 01:30
7827 03:35
7682 05:26
7845 20-Oct-03
• Call
• More
• Back
• Time of call
• Edit number
• Save number
• Delete
• Delete all
• Missed calls
7682 05:26
7845 23-Sep-03
• Call
• More
• Back
• Call time
Total call time:
03:47:06
Last call:
00:00:07
• Call services
• Call Forward
• Call Forward Cancel
• Do Not Disturb
• Do Not Dist. Cancel
• Call Pickup
• Call Park Retreive
• Direct/Group Page
• Page

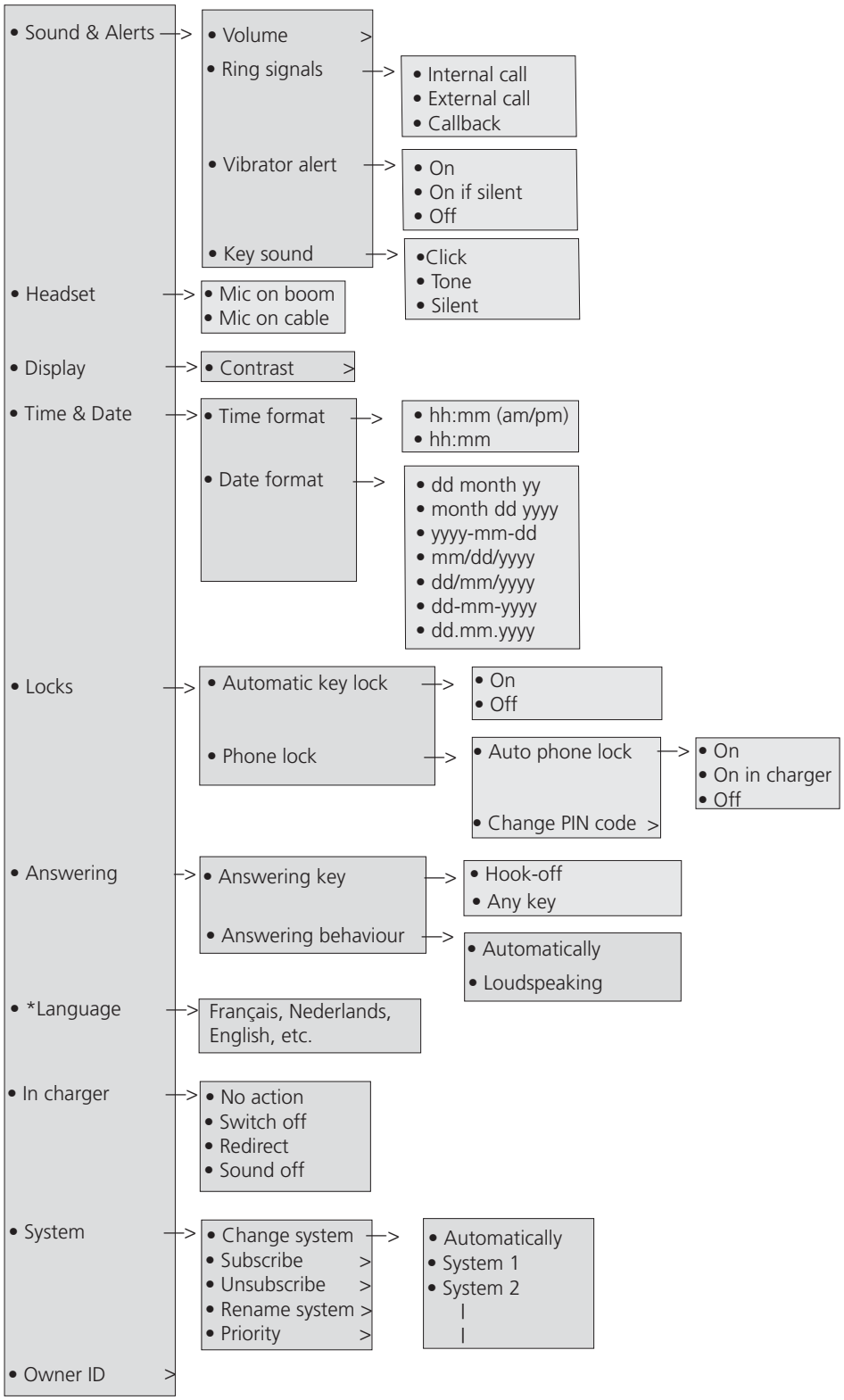
Contacts



* System dependent

Note: It is also possible to access the Call contacts menu by pressing the soft key in idle mode.

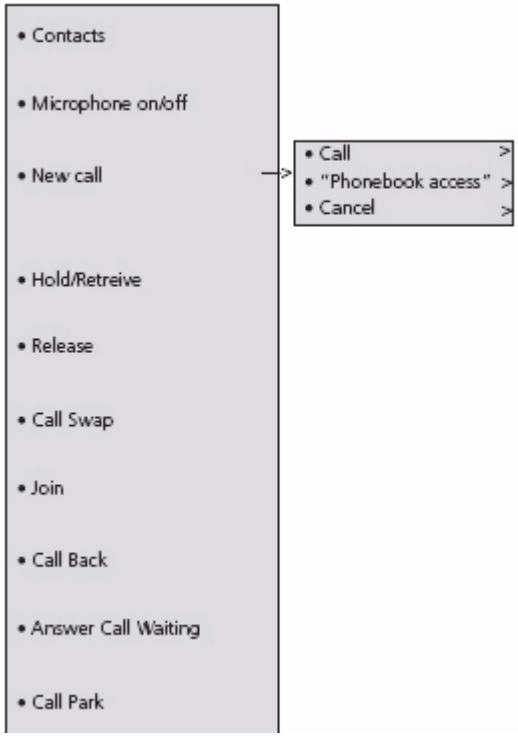
Settings


• Sound & Alerts
• Volume >
• Ring signals
• Internal call
• External call
• Callback
• Vibrator alert
• On
• On if silent
• Off
• Key sound
•Click
• Tone
• Silent
• Headset
• Mic on boom
• Mic on cable
• Display
• Contrast >
• Time & Date
• Time format
• hh:mm (am/pm)
• hh:mm
• Date format
• dd month yy
• month dd yyyy
• yyyy-mm-dd
• mm/dd/yyyy
• dd/mm/yyyy
• dd-mm-yyyy
• dd.mm.yyyy
• Locks
• Automatic key lock
• On
• Off
• Phone lock
• Auto phone lock
• On
• On in charger
• Off
• Change PIN code >
• Answering
• Answering key
• Hook-off
• Any key
• Answering behaviour
• Automatically
• Loudspeaking
• *Language
Français, Nederlands,
English, etc.
• In charger
• No action
• Switch off
• Redirect
• Sound off
• System
• Change system
• Automatically
• System 1
• System 2
• Subscribe >
• Unsubscribe >
• Rename system >
• Priority >
• Owner ID >

In Call

The In Call menu can be reached during an ongoing call by pressing the "More" soft key

Note: If configured in the PDM/WSM, it is possible to call an emergency call while the telephone/keypad is locked. During the ongoing emergency call, the In Call menu is not reachable.



Call Menu

1. Enter the menu by pressing the “Menu” soft key.
2. Select in the menu.
3. Press "Select".

Call List

The 25 last received, dialled or missed calls are stored in a call list. If a number occurs more than once the last time stamp, together with the total number of occurrences, is shown.

Note: If supported by the system, the number’s contact name can be displayed in the call list.

1. Select "Call list", and step with ▲ and ▼ to scroll in the list.

The "Call list" can also be opened by pressing in idle mode.

Dial number from Call list

1. Select number to call.
2. Press "Call" to dial.

View the Time of a Call

1. Press "More".
2. Select "Time of call". The time and date is displayed.

Edit Number from Call list

1. Press the "More" soft key.
2. Select "Edit number".

Save Number

1. Press the "More" soft key.
2. Select "Save number".

Delete Entry from the Call list

1. Press the "More" soft key.
2. Select entry to delete.
3. Select "Delete".
4. Select "Yes" to delete the entry from the list.

Delete all Entries from the Call list

1. Press the "More" soft key.
2. Select "Delete all".
3. Select "Yes" to delete all the entries from the list.

Missed Calls

1. Select "Missed calls".
2. Step with the ▲ and ▼ to scroll in the list.
3. Press "Call" to call back.

As in "Call list" there is a "More" soft key which can be used to view the time/date of the call, edit the received number, add to contacts, and delete received numbers. See “Call List” on page 31 for information about the functionality in the "More" soft key.

Note: If supported by the system, the number’s contact name can be displayed in the list.

Call Time

The total time of the previous call and last call is displayed by selecting "Call time".

Contact Menu

1. Enter the menu by pressing the “Menu” soft key.
2. Select in the menu.

Call Contact

Note: Is it also possible to access Call contact by pressing the soft key in idle mode.

1. Select "Call contact".
2. Select contact from the list, or enter name or number in the search field.
3. Press , or "Call".

It is also possible to edit the contact by selecting "View" > "More". Note that it is not possible to edit a company phonebook contact. The company contacts are indicated by a “Locked entry” icon in front of the name.

Add Contact

1. Select "Add contact".

Add New Contact

1. Select "New".
2. Select "Add", and enter the name of the contact, see “Alphanumeric Keys” on page 10.
3. Press "OK".
4. Select "Work number", "Mobile number", or "Other number".
5. Press "Add".
6. Enter the numbers. It is possible to add tone "T" or pause "P" in phone numbers by pressing the Space key 5 times or 7 times, respectively.
7. Press "OK".
8. Press "Save" and then "Back".

Add from Call List

1. Select "From call list".
2. Select number.
3. Press "Add".
4. Select "Work number", "Mobile number", or "Other number".
5. Press "Select".
6. Press "Add", and enter name for the contact, see “Alphanumeric Keys” on page 10.
7. Press "OK".
8. Press "Save".

Edit Contact

Note: It is not possible to edit a company phonebook contact. The company contacts are indicated by a “Locked entry” icon in front of the name.

1. Select "Edit contact".
2. Select contact, and press "Edit" twice.
3. Enter new name/number, see “Alphanumeric Keys” on page 10. It is possible to add tone "T" or pause "P" in phone numbers by pressing the Space key 5 times or 7 times, respectively.
4. Press "OK".
5. Press "Save".

Delete Contact

Note: It is not possible to delete a company phonebook contact. The company contacts are indicated by a “Locked entry” icon in front of the name.

1. Select "Delete contact".
2. Select contact.
3. Press "Delete".
4. Press "Yes" to confirm.

Central Phonebook

In the central phonebook it is possible to search by name or number. The last search result can be displayed.

When the search result is displayed, it is possible to view contact information, and add the number to new contact by pressing the "More" soft key. It is also possible to dial the number by pressing , or the "Call" soft key.

1. Select "Central phonebook".

Search by Name

1. Select "Search by name".
2. Enter first name and/or last name.
3. Press "Search". The search result will be displayed.

Search by Number

1. Select "Search by number".
2. Enter the number.
3. Press "Search". The search result is displayed.

View Last Search Result

Select "Last result". Only the last result will be displayed.

Settings Menu

1. Enter the menu by pressing the “Menu” soft key.
2. Select in the menu.

Sound and Alert Settings

Adjust the Ringer Volume

1. Select "Sound & Alerts".
2. Select “Volume”.
3. Adjust the volume by using ▲ and ▼ on the navigation key.
4. Press "Back" to save the setting.

Select Ring Signals

1. Select "Ring signals".
2. Select "Internal call", "External Call", or "Callback"[1].
3. Press "Select".
4. Select ring signal. It is possible to listen to the selected ring signal by pressing the "Play" soft key. The ring signal will be repeated until the "Stop" soft key is pressed.
5. Press "Select".

Turn the Vibrator on/off

1. Select “Vibrator alert”.
2. Select “On”, “On if silent” (i.e. the vibrator is on when the handset is muted), or “Off”.
3. Press "Select".
4. Press "Back" to save the setting.

Set the Key Sound

This means that every time a key is used, a low sound is heard.

1. Select “Key sound”.
2. Select “Silent, “Click”, or “Tone”.
3. Press "Back".

It is possible to listen to the key sound by pressing the "Play" soft key.

1. "Callback" is only applicable if defined in the PDM/WSM.

Select Headset Profile

1. Select "Headset".
2. Select "Mic on boom", "Mic on cable", or "Customized headset profile"[1]
3. Press "Select".

Display Settings

1. Select “Display”.
2. Select “Contrast”.
3. Adjust the contrast by using the ▲ and ▼ on the navigation key.
4. Press "OK".
5. Press "Back".

Time & Date Settings

Set Time Format

1. Select "Time & Date"
2. Press "Select".
3. Select time format. The actual time format will be displayed. Selectable time formats:
   - hh:mm (am/pm) (for example: 1:00pm)
   - hh:mm (for example 13:00)
4. Press "Select" to save the setting.

Set Date Format

1. Select “Time & Date”.
2. Press "Select".
3. Select “Date format”
4. Press "Select". Selectable date format:
   - DD/MM/YYYY, for example: 17/09/2008 (also called Europe)
   - MM/DD/YYYY, for example: 9/17/2008 (also called US)
   - YYYY-MM-DD, for example: 2008-09-17 (ISO 8601)
   - MMM DD YYYY, for example: Sep 17 2008
   - DD MMM YY, for example: 17 Sep 08
   - DD.MM.YYYY, for example: 17.09.2008
   - DD-MM-YYYY, for example: 17-09-2008
5. Press "Select" to save the setting.

1. "Customized headset profile" is only visible if the headset profile has been configured in the PDM/WSM.

Phone Lock settings

Activate the Automatic Key lock

1. Select “Locks”.
2. Select "Automatic key lock".
3. Select "On" for activation of automatic key lock.

Note: It is possible to answer/close an incoming call while the keypad is locked. If configured in the PDM/WSM, it is also possible to call an emergency call while the keypad is locked. See the *Mitel 5603 Wireless Handset Configuration Manual.*

Activate the Phone Lock

The handset can be protected for unauthorized use. If this function is activated, a PIN code has to be entered at power on, or when the handset is placed in a charger - this behaviour will first be activated when the handset is placed in the charger. The default phone lock code (0000) can be changed to any 4-8 digit personalized code.

Note: If configured in the PDM/WSM, it is possible to call an emergency call while the handset is locked. See the *Mitel 5603 Wireless Handset Configuration Manual.*

1. Select “Locks”.
2. Select “Auto phone lock”.
3. Select “On”, or "On in charger".
4. Enter PIN code
5. Press "OK".

If the PIN code is forgotten it can be removed by your distributor.

Deactivate the Phone Lock

1. Select “Locks”.
2. Select “Auto phone lock”.
3. Select “Off”.
4. Enter PIN code
5. Press "OK".

Change PIN Code

1. Select "Change PIN code".
2. Enter the old PIN code.
3. Press "OK".
4. Enter new PIN code twice.
5. Press "Save".

Answering

The default setting for the handset is to use the Off-hook key when answering a call. The answering behaviour can be configured to answer the call automatically, i.e. without pressing a key, and/or in loudspeaking mode. It is also possible to set the answering behaviour to any key. If "Any key" is selected, any keys except the "On-hook" key and the "Sound off" key can be used to answer a call.

Answering Key

The answering key is by default set to *Hook-off.*

1. Select "Answering".
2. Select "Answering key".
3. Select "Hook-off" or "Any key".
4. Press "Back" to save the setting.

Answering Behaviour

1. Select "Answering".
2. Select "Answer behaviour".
3. Select "Automatically" and/or "Loudspeaking".
4. Press "Change" to change the setting. The check box will be marked.
5. Press "Back" to save the setting. To remove the setting, press "Change". The check box will be unmarked.

Change the Menu Language

1. Select “Language”. English, Español (Spanish), Français (French), Nederlands (Dutch), Deutsch (German), Russki (Russian).
2. Press "Back".

Note: It is possible to download one additional language via the PDM/WSM, see “Software Upgrade and Additional Features” on page 44. 7 languages are available for download; Czech, Greek, Hungarian, Polish, Russian, Slovakian, and Turkish.

Change Owner ID

The Owner ID is set to identify the handset.

1. Select "Owner ID".
2. Enter identity.
3. Press "Save".

In Charger

Redirect Calls while Charging

Calls can be redirected to another extension when the handset is placed in a charger.The function is automatically cancelled when the handset is removed from the charger.

1. Select “In charger”.
2. Select “Redirect”.

Note: The settings in the system determines how the incoming calls will be handled. This is a system dependent feature.

Switch off While Charging

When the handset is placed in the charger it can be switched off. When removed from the charger it will switch on again.

1. Select “In charger”.
2. Select “Switch off”.

Mute Handset While Charging

When the handset is placed in the charger it can be muted while it is charging. When it is removed from the charger it will switch on the sound again.

1. Select “In charger”.
2. Select “Sound off”.

Deactivate the Charging Mode

1. Select “In charger”.
2. Select “No action”.

System

Change System

Select “Automatic” or a specific system. If the handset is set to “Automatic” it selects a system according to the priority list, see “Priority” on page 42.

Subscribe System

The handset can subscribe up to eight different systems. To subscribe a new system, the “Park:” (Portable Access Right Key) and “Ac:” (Authentication code) related to the system that will be log on to are needed. Contact your system administrator for more information.

Note: The PARK code may not be needed if there is no alien DECT system within the coverage area.

The IPEI code is a unique code which has been assigned to the handset, see also “Admin Menu” on page 43.

1. Enter System name. Press "next".
2. Enter PARK code. The PARK code may not be needed if there is no alien DECT system within the coverage area.
3. Enter AC code. Press "Next".
   An information text "Protection on?" is displayed.
4. Select "Yes" if the new system needs to be protected. It is not possible to delete a protected subscription from the System menu[1].
5. Press "OK". A searching mode starts.

Unsubscribe System

1. Select "Unsubscribe"[1].
2. Select the system to unsubscribe in the list.
3. Press "Select".
4. Press "Yes" to unsubscribe the system. Otherwise, press "No".

Rename System

It is possible to change the name of the system in the handset.

1. Select "Rename System".
2. Select system to rename.
3. Press "Edit"
4. Enter new name.
5. Select "Save".

1. It is not possible to unsubscribe a protected system via the System menu. The unsubscribtion must be made via the Admin menu or the DECT system.

Priority

The default order of priority is the order of entered subscriptions. This means that the first subscribed system has the highest priority. This list can be edited by the user. It is possible to set the systems in priority by moving them up or down in the list.

Note: This is used in combination with system set to be "Automatic", see “Change System” on page 41.

1. Select "Priority".
2. Change the priority if needed by selecting "Up" or "Down". The priority will be saved when "Back" is selected.

Advanced Functions

Admin Menu

The handset has a hidden menu for system administrators. See the *Mitel 5603 Wireless Handset Configuration Manual*.

The Admin menu contains:

- Software and hardware information, licence information, IPEI/IPDI, and User ID
- DECT link and system information
- Fault logging
- Centralized Management status
- Enhanced system menu with ability to alter protection
- Factory reset option

For quick access to the **D**evice **I**nformation (DI) menu in idle mode, press the keys containing *#**DI**# (that is *#34#). To view the IPEI/IPDI directly, press *#06#. See the table below

Information	**Code**
Software version	*#34#
Hardware version	*#34#
IPEI/IPDI	*#34# or *#06#
User ID	*#34#

Clear Lists in Charger

Via PDM/WSM it is possible to set a parameter that will clear messaging lists and call lists that have been stored in the handset. When the parameter is activated and the function has been downloaded to the handset, the lists will be deleted when placed in a charger. This can be useful during administration of handsets for new users. See also the *Mitel 5603 Wireless Handset Configuration Manual*.

System Handling

Software Upgrade and Additional Features

Software and parameters in the 5603 handset can be upgraded by using the PDM or the WSM. See the *Portable Device Manager (PDM) Installation and Operation Manual* or the *WSM Installation and Operation Manual*.

Examples of additional features that can be downloaded/configured via PDM/WSM:

- Company phonebook
- Downloadable languages
- Licenses[1]

Refer to the *Mitel 5603 Wireless Handset Configuration Manual* for more information.

To view the handset's software version, enter *#34# in standby mode.

1. The licence(s) can also be added via the Admin menu in the handset.

Troubleshooting

This section contains information on how to solve common operational problems, and warnings you may receive.

Go through the following lists if you encounter any problems. If this checklist does not solve the problem, contact your system administrator.

If others have similar problems, there may be a system error.

Operational Problems

Fault	Probable cause	Action or comment
No display	The battery level is low or the handset is defective.	Charge the battery or contact system administrator.
No ringing	The sound off icon is on, or ringer volume set to silent, or the handset is defective.	Long press the Sound off key, or increase volume, or contact system administrator.

Error or Warning Messages

Display shows	Probable cause	Action or comment
No access	The network is in range, but no access rights.	Switch handset off and then switch it on again or contact system administrator.
No System. The handset beeps once a minute (during max 30 minutes) with a low tone followed by a high tone (if enabled, the vibrator also follows the beeps).	The handset is out of coverage or handset is defective.	Stop the beep with the Sound off key and go into range. Note: When re-entering the coverage area it can take a couple of minutes before the handset automatically has registered into the system. or contact system administrator.
SERVICE NEEDED Parameters corrupt	The handset is defective.	Select reset option on the middle soft key if available or if no reset option is available or fault does not resolve the handset needs repair. Note: Display message only shown in English.
SERVICE NEEDED Invalid IPDI **Note**: This display message is only shown in English.	Easy replacement procedure not followed correctly or failure during easy replacement procedure.	Send the handset for service.
		Page 1 of 2

Display shows	Probable cause	Action or comment
Enter PIN code	The handset's lock is activated.	Enter the required PIN code. If PIN code lost enter new via PDM or do a factory reset via PDM.
Battery low, charge now	The battery level is low.	Charge or replace the battery.
Phonebook is not available at the moment.	The phonebook does not respond, not available at the moment.	Try again later or if fault persists do a factory reset via admin menu or PDM.
Voice mail number not defined	There is no Voice mail number defined in the handset.	Define a Voice mail number via PDM.
Could not encrypt connection	The parameter "Encryption Required" is enabled in the handset in combination with; 1. Unencrypted base station(s); and/or, 2. Unsupported base station(s).	1. Disable the "Encryption Required" parameter in handset; and/or, 2. Enable the encryption in the base station(s); and/or, **Note:** If base station(s) is used, the software version must be 3.1.x or later. 3. Use supported base station(s). Ask your supplier.
		Page 2 of 2

LED Error Indications

See also chapter “LED Indications during Easy Replacement” on page 52.

LED is flashing red, quick flash, (100 ms on, 800 ms off)

1. If a third handset, that is another handset than the "old" (the replaced handset) and "new" (the replacement headset) handset, is inserted into the charger during Easy Replacement, this error indication appears. Change to the correct handset.
2. The charger has found that Easy Replacement does not work. Change back to the "new" handset.

LED is flashing red, long flash (800 ms on, 100 ms off)

Error during Easy Replacement. *Both* telephones need to be sent for service.

Operation Notice

Accessibility and Voice Quality

The base network is not always available. If you do not get in contact with your system, contact your system administrator. For best voice quality, avoid positioning near computer, radio or similar equipment.

Operating Area

You can only use your handset in the area that is covered by your system. Outside this area you will loose contact with the system. The signal strength icon will be low and “Searching” will be displayed.

Out of Range

When you leave the system's coverage area a short beep will sound and the text “Searching” will appear in the display.

The out of range beep will be repeated every minute for 30 minutes. It is possible to turn the sound off by long pressing .

When re-entering the coverage area it can take a couple of minutes before the handset automatically has registered into the system.

Maintenance

Maintenance of Batteries

Battery Warnings

	The "Low battery" icon is displayed when the battery has 10% or less remaining capacity left. In addition; a warning signal sounds every minute, the LED flashing orange, and the dialog window "Battery low. Charge now." appears.
	The "Empty battery" icon is flashing when the battery has 5% or less remaining capacity left. In addition; a warning signal sounds every second, the LED flashing red, and the dialog window "Battery empty. Shutting down." appears.

During a call, only the corresponding battery warning signal will notify the user. The warning signal cannot be silenced during a call. When not in call, the warning signal can be silenced by pressing .

Charge the Battery

Place the handset in the desktop charger or in the rack charger. The battery is being charged when the LED on the handset is steady orange. When the battery is fully charged the LED will be green.

An animated battery icon is also shown in the display indicating charging by starting with its current charge and ending with the full charge. A filled battery icon indicates a fully charged battery.

Note: Only use the prescribed chargers for charging.

Replace the Battery

If the standby time for the handset becomes too low, the battery should be replaced by a new one. Please contact your system administrator or your supplier, for information about new batteries. Attach the battery as described in the illustration below. The battery is easy to replace. It is attached inside the battery lid and is connected to the handset in such a way that no miss-contact is possible.

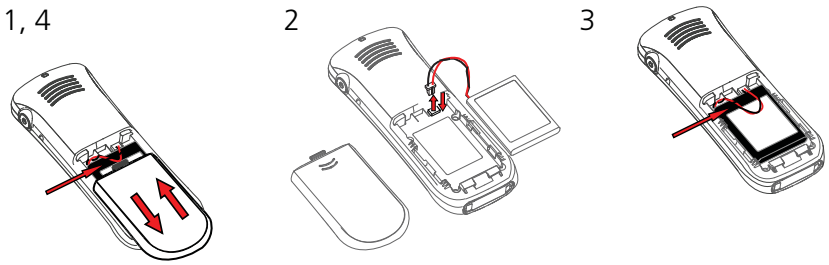


Figure 7: Easy Replaceable Battery.

Attach the Hinge-type Clip

Attach the hinge-type belt clip as described in the illustration below.

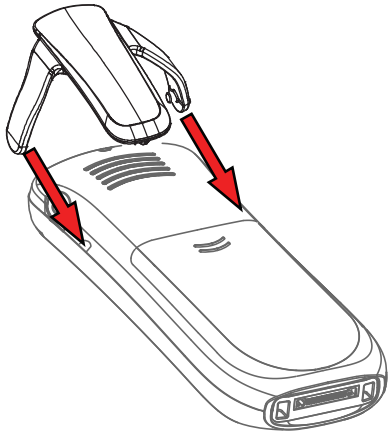


Figure 8: Attach the hinge-type clip into position.

Attach the Swivel-type Clip

Attach the swivel-type belt clip as described in the illustration below.

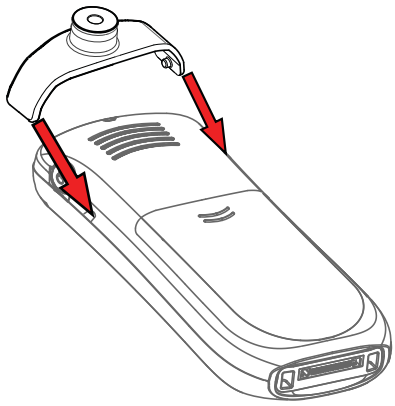


Figure 9: Attach the swivel-type clip into position.

Easy Replacement

Easy replacement can be used if a handset needs to be replaced due to, for example, a broken display.

Note: If the electrical connection is damaged, it is not possible to follow the Easy Replacement procedure. Depending on fault, it might work to do a replacement via PDM/WSM. See the *Mitel 5603 Wireless Handset Configuration Manual.*

The easy replacement procedure is done via the handset display and the 5603/4 Programmer or the 5603/4 Rack Charger.

The following settings are replaced during easy replacement:

- DECT registration
- User parameters (including User ID)
- Contacts
- The extension number is assigned to the new handset.

The following settings are not replaced during the easy replacement:

- Call list

Before Starting Easy Replacement Procedure

1. Check that both the old handset (that is, the handset to be replaced) and the new handset (that is, the replacement handset) are of the same device type (5603).

Note: It is possible to perform Easy Replacement between different product licenses (that is; Basic and Advanced). The new handset's product license is not replaced by the old handset's variant license during the procedure[1].

2. Make sure that the handset batteries are charged before starting the easy replacement procedure.
3. Switch off the **new** handset by long pressing .

Easy Replacement Procedure

During the Easy Replacement procedure, the LEDs of the handset and the charger follow the same LED indications. This means that if the old handset has a broken display, the LED indications on the charger and on the handset can be used to follow the replacement procedure. Before and after easy replacement, the LEDs may have different LED indications. For more details, see also"LED Indications during Easy Replacement" on page 52.

IMPORTANT:Never remove a handset from the charger until the instructions in the display or the LED tells you to do so (see status on the LED if the display is broken). If there is an error indication, it may be allowed to remove the handset, see "Troubleshooting" on page 45 for further instructions.

After the old handset has been in the charger, the new handset needs to be placed in the charger regardless if the replacement was successful or not. Failing to do so may result in malfunction and the new handset will need to be sent for service.

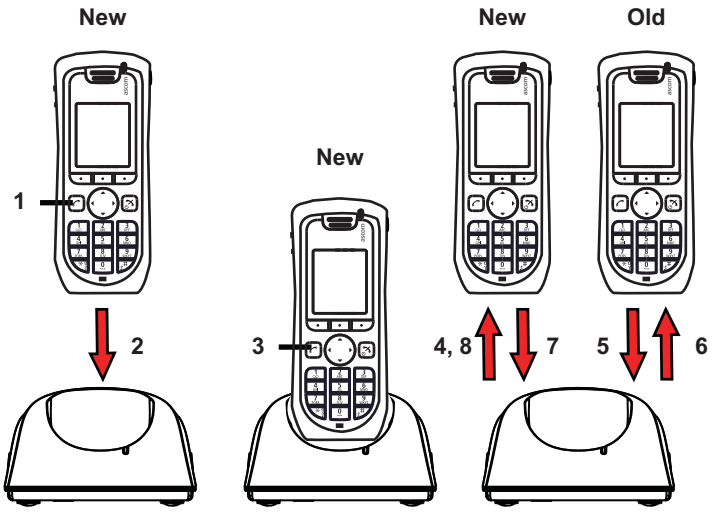


Figure 10: Easy Replacement Procedure via the 5603/4 Programmer

1	On the **new** handset, press and hold **Note:** Do not release until you are instructed to do so.
2	Put the new handset in the charger.
3	When the text "Start phone replacement?" is displayed, release . Press "Yes" (left soft key). The text "Follow the instructions. Each step can take several minutes." appears in the display. Press "OK"(left soft key).
4, 5	When the text "Please insert old phone in charger" is displayed, replace the new handset with the **old** handset. The handset can either be switched on or off. **Note:** If the 5603/4 Rack Charger is used, the **same** charging slot has to be used for both handsets. The handset will be restarted and after a few seconds, the text "Saving settings. Do not remove phone from charger" appears. The charger LED changes to slow orange flashing.
IMPORTANT: Do not remove the handset while the text "Saving settings. Do not remove phone from charger" is displayed. It may take several minutes	
6, 7	When the text "Please insert new phone in charger" is displayed, replace the old handset with the **new** handset. The text "Restoring settings" is displayed.
IMPORTANT: Do not remove the handset while the text "Restoring settings" is displayed.	
8	When the text "Phone successfully replaced. Please remove phone to restart." appears in the display, remove the handset from the charger. The handset is automatically restarted.

LED Indications during Easy Replacement

The following table shows the LED indications that are used for the 5603 and the charger during the easy replacement procedure.. See also “Troubleshooting” on page 45.

LED indication	Description
Orange, flashing (1 000 ms on, 1 000 ms off)	File transfer during Easy Replacement.
Orange, flashing (100 ms on, 800 ms off)	“Change phone” indication during Easy Replacement.
Red, flashing (100 ms on, 800 ms off)	Error indication during Easy Replacement. Put back old portable in charger.
Red, flashing (900 ms on, 100 ms off)	Error during Easy Replacement. Service needed for *both* portables.

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